

**WHETSTONE GOOD NEIGHBOURS SCHEME**  
**Minutes of Meeting – 12 September 2016, 7.00pm**  
**Edward Wright Room, Whetstone Parish Council**

**Present:**

Barry Fisher - Chair  
Rachel Hall  
Chris Carroll  
Sara Fritz

Monica-Jean Hoare - Treasurer  
Neale Bassford  
Robert Lincoln  
Jo Ling (RCC – project Officer)

**1. Pecuniary interests**

Barry reminded the meeting of the obligations to declare any pecuniary interests in the affairs of the Scheme

**2. Apologies for Absence**

Gail Frith

Emma Lawrence

Jeannine Nield

**3. Minutes of last meeting**

- A. The minutes of the last meeting were greed as a true and accurate record and were signed off by the Chair.
- B. Matters arising were dealt with under respective agenda headings

**4. Volunteers Update**

Barry advised the meeting that he had contacted all volunteers who had not yet provided Volunteer Information details asking them to provide this prior to the meeting if they were still in a position to Volunteer. No details having been received it was agreed they would no longer remain on the current volunteer list but would be contacted again when we launch the Scheme.

a. Co-ordinators Report

- A meeting had taken place between Emma, Gail and Barry and details had been handed over to the Volunteer Co-ordinators to progress. Gail is involved as a Phone Co-ordinator
- A new draft of Volunteer Process, Volunteer Enquiry Pack, Volunteer Information and Induction Pack, Telephone Check List, Job Sheet, Monthly Call Statistics, Guidance for phone co-ordinators The latest drafts are being reviewed and will be updated and used for the desk trial runs. **ACTION EMMA LAWRENCE/SARA FRITZ/GAIL FRITH**
- It is planned to do some desk trial runs of the procedures to iron out any anomalies. **ACTION EMMA LAWRENCE/SARA FRITZ/GAIL FRITH/BARRY FISHER**

b. Database/Matrix Update

- This now reflects the current volunteers only
- All present checked their details and adjusted as appropriate. These will be incorporated and a new Master will be released. **ACTION BARY FISHER**

c. DBS Checks

- DBS applications for all but one volunteer have been submitted and a number of the team have received their certificates. These have been recorded by Jo who will pass the register to Rachel to control on behalf of WGNS. **ACTION JO LING**
- Barry will Contact Jeannine to arrange for her details to be submitted to Jo. **ACTION BARRY FISHER**

- Rachel will review with Jo the process of getting future DBA checks cleared. This is currently being handled by Blaby District Council. However, an online system is available at an identical cost which may be more convenient. **ACTION RACHEL HALL**
- d. Safeguarding
- Barry gave an update on the training he attended, details of which had also been passed to Rachel. A number of points were stressed as a result
    - i. That we will only provide services to Adults (over 18's)
    - ii. Volunteers must not at any time be left alone or responsible for a child. Our DBS certificates do not cover it nor does our insurance.
    - iii. It was stressed that the volunteer's role is only one of Alerting and once this has been done then the matter is out of their hands with the appropriate agencies being responsible for all further action.
  - The Safeguarding Policy which had been distributed was discussed and agreed. Barry will make this version 1.0 and release the final copy to all Volunteers. **ACTION BARRY FISHER**
  - Rachel presented the insert for the induction pack and Safeguarding Booklet she had developed which will be issued to all volunteers. These were discussed and agreed. Emma to incorporate insert into the Volunteer Information and Induction Pack, Rachel to convert the current Draft into Version 1.0 for formal release to all volunteers. **ACTION EMMA LAWRENCE and RACHEL HALL**
- e. Transport/Mileage Charges Policy
- Barry reported that he had met with the Chair of COMMBUS and had a good meeting. Both parties agreed that the services were complimentary and provided a good opportunity to work together. COMMBUS have also offered to distribute leaflets to Whetstone Customers when they use the service.
  - COMMBUS will be our preferred option for the services they currently deliver
  - The Transport/Mileage and Driver Policy was reviewed and agreed. Barry will make this version 1.0 and release the final copy to all volunteers. **ACTION BARRY FISHER**
  - The service charges sheet was reviewed and agreed subject to including that it needs to be clear that prices are for a return journey where the driver waits for the return. If the driver, or a second driver has to make a separate journey, then this will attract a second charge. Barry to update and release as V1.0 to all Volunteers. **ACTION BARRY FISHER**

## 5. Treasures Report

- a. The Bank Account has now been opened with Lloyds Bank. The Cheque Book and Paying in Book have now been received. Jo Ling is to arrange for a cheque to be raised to seed the account. **ACTION JO LING**
- b. Barry is preparing a Cash Flow Sheet based on forecast income and expenditure. Jo has provided initial input for this and is now just awaiting finalisation of some of the forecasts for promotional materials. Barry will complete and issue to Jean and review at next meeting. **ACTION BARRY FISHER**
- c. Chris has agreed to assist with the plans for fund raising but is not in a position to take the lead on this. We will be looking to gain knowledge from her experience and develop our strategy and approach as a result
- d. Barry reported that we are close to having reached a position with Markel. Based on the information provide by Sue Renton we should be able to achieve a slightly better price but need to identify the policy changes needed to achieve this. **ACTION BARRY FISHER**

## 6. Forthcoming events and promotional activity

- a. Launch Event
  - i. At this stage no suitable event has been identified that we can use
  - ii. An option reviewed is that we host an event, say a coffee morning, in the village to launch the Scheme, post pilot but prior to full go live
  - iii. An offer has been made to cover some of these costs for such an event at the Memorial Hall by a sponsor who wishes to remain anonymous
- b. Go Live/Pilot
  - Proposed approach is as follows:
    - i. Three-pronged approach: Leaflet drop to Avon Drive area, COMMBUS to distribute to their Whetstone users, Poster campaign in one or more of the village Churches
    - ii. Promotional campaign to commence Friday 28<sup>th</sup> October 2016 with service being available from Monday 31<sup>st</sup> October 2016.
    - iii. We will need A4 posters for notice boards and A5 leaflets for distribution
    - iv. Will need to have Insurance, Mobile Phone, Photo ID's and driver registration / insurance notifications in place
- c. Website
  - i. Neale demonstrated his initial design work for the web site. All present were impressed and agreed that he should continue based on the design. He was having some problems converting the design of the agreed logo from the word format to a usable format on the site. He will continue to look at this and attempt come up with a solution. Whilst Neale can cover the technical side of the site he will need others to manage the content.
  - ii. Discussions took place about the acquisition of the domain name. As this has to be in an individual's name it was agreed that the Chair would be the registered owner.

It was agreed that Neale and Barry would meet up as soon as funds were available to secure the domain name. This will cost £14 for 2 years and needs to be paid online. Unless cancelled this will automatically be renewed and charged to the card on which the initial fee is paid. Neale and Barry will also meet to discuss what content is required and how this maintained. **ACTION NEALE BASSFORD and BARRY FISHER**

- d. Publicity
  - i. Jo has provided details of the warden assisted housing contact (Gloria Hall, Scheme Co-ordinator 07827 984214, College House and others). Barry to contact. **ACTION BARRY FISHER**
  - ii. We are now in a position to establish contact with the Light Bulb Project. Barry will Arrange with Jill Stephenson to set up the contact. **ACTION BARRY FISHER**
  - iii. Alan West at COMMBUS suggested that it would also be beneficial for us to establish contact with the Community Action Partnership (CAP) who also provide transport services in Whetstone (Muriel Russell 0116 2786604). **ACTION BARRY FISHER**
  - iv. Barry will establish contact with the Community Pet Support Scheme, who are currently running a pilot up to the end of the year, to see if synergies exist for us to work together in the village. **ACTION BARRY FISHER**

- v. Barry confirmed that he had been in contact with the Blaby Local Policing unit that covers Whetstone. Contact has been made with PCSO 6067 Biju Chandy and PC 4432 Kal Uppal. Both have expressed their support and willingness to support the Scheme.

**e. Promotional material**

- i. Neale reported that one of his suppliers had offered to do the art work for and supply two roller banners at an attractive price. The meeting expressed its thanks for this and agreed that Neale should continue with this. **ACTION NEALE BASSFORD**
- ii. A series of A4, A5, A6 and Business Card mock ups were reviewed. WE have a quote for these but it was agreed that Sara would explore her work contacts for further quotes. **ACTION SARA FRITZ**

**7. Any other business**

- a. Photo identity cards – These need to be organised. Jo had provided Barry with a Format for doing these using PUBLISHER which Neale thought he might be able to use. We need to organise to get photographs taken for use on the cards unless people have a recent digital photo that can be used. **ACTION BARRY FISHER**

**8. Date of next meeting**

**Provisional date Monday 17<sup>th</sup> October 2016 @ 7:00pm, venue and date to be confirmed**